

Office Services Supervisor (Various Classes) Consolidated Series

California State Personnel Board Specification

Series established June 8, 1977

Office Services Supervisor (Various Classes) Series Specification - Class Titles and Codes

Schem Code	Class Code	Class
CA38	1141	Office Services Supervisor I (General)
CA36	1148	Office Services Supervisor I (Typing)
CA28	1150	Office Services Supervisor II (General)
CA23	1151	Office Services Supervisor III (General)

Definition of Series

This consolidated series specification describes three levels of classes that train, plan, organize, and direct a staff of clerical employees who perform a variety of general office and related clerical support tasks, including functions as typing, stenography, filing, accounting, cashiering, statistics and others.

If a separate class for a specific specialty is required at any level, this can be accomplished by use of the core specification with the specialty indicated in parentheses following the core class title.

Office Services Supervisor I (General), Office Services Supervisor I (Typing) and Office Services Supervisor II (General) may instruct, lead or supervise inmates, wards or resident workers.

Factors Affecting Position Allocation

The level of difficulty, variety, complexity of assigned duties, independence of action and decisions; supervision received and the degree of supervision exercised; sensitivity of public contact; and the consequence of error serve as differentiating factors between classes.

Definition of Levels

Office Services Supervisor I (Various Classes)

This is the working supervisor level. Under general supervision, incumbents train new employees, supervise a small group engaged in difficult clerical work and personally perform the most complex work.

Office Services Supervisor II (Various Classes)

This is the first full supervisory level. Under general direction, incumbents plan, organize, and direct the work of a medium-sized group engaged in difficult clerical work.

Office Services Supervisor III (Various Classes)

This is the second full supervisory level. Under general direction, and through subordinate supervisors, incumbents plan, organize, and direct the work of a large group engaged in difficult clerical work.

Scope of Office Services Supervisor (Various Classes)

Office Services Supervisor (General)

The scope of the duties supervised by incumbents in the general classes include: receptionist and secretarial support; typing and word processing support; mail and document receiving and distribution; filing and records management; document preparation and review; composition of letters, procedure manuals and reports; gathering and giving of information over the telephone or by personal contact; statistical, financial, and other record-keeping functions; cashiering; and ordering and maintaining supplies and equipment.

Office Services Supervisor (Typing)

The scope of the duties supervised by incumbents in this specialty include: typing letters, reports, bills, vouchers, receipts, lists, schedules, orders, notices, and statistical data; preparing acknowledgments and replies from form letters; transcribing dictating machine records; preparing stencils; arranging routine material for typing; proofreading; checking columns of figures; checking and tabulating statistical data; receiving, distributing, and dispatching mail; maintaining mailing lists; securing, preparing and copying data and other information; checking and alphabetizing records and files; operating duplicating, billing, and other office machines.

Minimum Qualifications

Office Services Supervisor I (General) (Typing)

Either I

One year of experience in California state service performing duties of a class with a level of responsibility equivalent to Office Assistant, Range B.

Or II

Two years of clerical experience performing duties pertinent to the specialty for which application is made.

Office Services Supervisor II (General)

Either I

One year of experience in California state service performing duties of a class with a level of responsibility equivalent to Office Technician.

Or II

Three years of clerical experience, at least one year of which shall have been in a responsible position performing a variety of difficult clerical work or supervising the work of a small group of employees. (Experience in the California state service applied toward the specialized one-year requirement must be performing duties of a class with a level of responsibility equivalent to Office Technician.)

Office Services Supervisor III (General)

Either I

One year of experience in California state service performing the duties of an Office Services Supervisor II or two years of experience in the California state service performing the duties of a class with a level of responsibility equivalent to Office Technician.

Or II

Four years of clerical experience, at least two years of which shall have been in a supervisory capacity. (Experience in the California state service applied toward the specialized two-year requirement must be performing the duties of a class with a level of responsibility equivalent to Office Technician.)

All Levels:

In meeting the requirements under the II patterns, academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience.

Knowledge and Abilities

All Levels:

Knowledge of: Modern office methods, supplies and equipment; business English and correspondence; principles and techniques of effective supervision and training; department's Affirmative Action Program objectives; a supervisor's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

Ability to: Perform difficult clerical work, including ability to spell correctly, use good English and make arithmetical computations; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules, and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; and plan, organize, direct, and supervise the work of others; effectively contribute to the department's affirmative action objectives.

Office Services Supervisor II (General)

Knowledge of: All of the above.

Ability to: All of the above, and work independently, modify established procedures and methods to meet changing needs, and supervise the work of a medium sized group.

Office Services Supervisor III (General)

Knowledge of: All of the above.

Ability to: All of the above, and organize and accomplish work with a high degree of independence and direct the work of a large group through subordinate supervisors.

Additional Desirable Qualifications

All Levels:

Education: Equivalent to completion of the twelfth grade.

Office Services Supervisor I (General) (Typing)

Ability to: Operate equipment required in the performance of the journey level duties of the specialty for which application is made. Examples include typewriter, dictaphone, calculating machine, or copying machine.